



# NACCO

## SOX & Records Management Policies Managed by ECM Solution

NACCO Materials Handling Group, Inc. (NMHG) is one of the world's largest lift truck engineers and manufactures materials handling equipment, including warehouse trucks, counterbalanced trucks and large capacity cargo and container handling trucks, under the Hyster® or Sumitomo- Yale® brand names.

One of NMHG's primary business needs was to comply with internal records management policies and external regulations such as Sarbanes- Oxley (SOX). To ensure there were minimal change management issues when the solution went live, a key requirement was that the solution not add extra burden to end users.

NMHG decided on a solution which leveraged the IBM FileNet capabilities to automatically capture and index 90 percent of NMHG's SOX related content from the company's existing network file structure through simple drag and drop action. The internal development team at NMHG scripted a number of automated functions using IBM Content Collector and its event-based

### Overview

#### Challenge

Comply with internal records management policies and external regulations such as Sarbanes Oxley.

#### Solution

Leveraged IBM FileNet ZeroClick, Infosphere Content Collector and RKO DropZone.

#### Benefits

Cost effective solutions from an acquisition and total cost of ownership standpoint. End-user burden for compliance was minimized.



architecture. Users add content to a folder as they always have in the past, meeting the users' needs of working in an environment they are familiar with and eliminating the majority of solution uptake challenges.

This solution automated 90 percent of the document control needs and the remaining 10 percent was handled by a solution built by the IBM's Business Partner, RKO Business Solutions. As content is added to the folders, on occasion, unique information is required to be added as index values, such as tax jurisdiction or company entity. As users add content to the folder, the application automatically recognizes when more information is needed and immediately prompts the user for the missing information. NMHG selected IBM FileNet technology because it met all the company's requirements and was the most cost-effective solution from an acquisition and total cost of ownership standpoint.



### Technology Implemented

- IBM FileNet
- IBM Content Collector
- RKO DropZone



### For More Information

To find out how RKO Content Management Solutions can help you, contact us at [sales@rkosolutions.com](mailto:sales@rkosolutions.com) or +1.778.383.1850 or visit [www.rkosolutions.com](http://www.rkosolutions.com).

### About RKO Solutions

RKO solves complex content & process related business problems. The company's custom solutions help organizations better manage documents, streamline processes, surface business knowledge and mitigate compliance risk. With a 15 year legacy of success, RKO is Canada's leading Enterprise Content Management (ECM) consulting company, an IBM Premiere Partner, Microsoft Gold Certified Partner and winner of IBM's ECM Business Partner Achievement Award. Visit [www.rkosolutions.com](http://www.rkosolutions.com) to learn more.